



Let's Talk Well Office, 4th Floor, Building 7, Vantage Point Business Village
Mitcheldean, Gloucestershire, GL17 0DD
Telephone: 01594 372777 Text: 07520634063
Email: hello@letstalkwell.org.uk Website: www.letstalkwell.org.uk

Job Pack

Job Pack: Youth Outreach & Engagement Officer

Thank you for your interest in working for Let's Talk Well. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About Talk Well and the Role
- Job Description/Person Specification

The closing date for applications is **9am on Monday 1st September 2025**, however we will be reviewing and interviewing potential candidates through the application window.

Let's Talk Well reserves the right to close this vacancy should the right candidate be identified.

Interviews will be held week commencing **8th September 2025**

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

If you do not hear from us by the closing date it does mean that we have not been able to include you on our shortlist.

Completed applications should be sent to: recruitment@letstalkwell.org.uk

Or by post:

HR Department
4th floor, Building 8
Vantage Point Business Park
Mitcheldean
Gloucestershire
GL17 0DD



Guidance Notes

Filling in the application form

- Please complete all parts of the application form. (**CVs will not be accepted in place of an application form**).
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- Let's Talk Well does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

Commitment to Inclusivity and Diversity

Here at Let's Talk Well we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

Keeping children, young people and families safe

Let's Talk Well is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy you must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced



Disclosure and Barring check. You will be interviewed and assessed against the criteria set out in the job description and person specification. We are particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The declaration section of the application form must be completed.

The post is exempt from the Rehabilitation of Offenders Act 1974, therefore, all convictions, cautions and bind-overs, including those regarded as 'spent' must be declared.

This means that any previous criminal convictions or cautions or bind-overs you have ever had, or any allegations made against you that relate to the safety or welfare of children and young people or vulnerable adults or about your behaviour towards children or young people or vulnerable adults must be submitted with your application form in a sealed envelope marked 'Confidential'.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

We recognise the contribution that people with criminal records can make as employees and welcome applications from them. A person's criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. All cases will be examined on an individual basis. A copy of our Recruitment of Ex-Offenders policy can be made available by contacting our HR team.

All employment offers are made subject to the following checks

- satisfactory clearance from the Disclosure and Barring Service where applicable;
- satisfactory references
- right to work check
- satisfactory health check

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about Let's Talk Well please contact a member of our Human Resources Department 01594 372777 or email recruitment@letstalkwell.org.uk

Thank you for considering applying to Let's Talk Well



About Let's Talk Well

Let's Talk Well is a charity established in 1993 serving Gloucestershire and surrounding areas. Let's Talk Well reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling - online and face-to-face for children and young people
- Family Counselling
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals
- Counselling Training courses

Let's Talk Well has a main office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

Our Mission, Ethos and Values:

Let's Talk Well is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."* John 10:10.

An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.



Our Values represent our core beliefs, that inspire and guide the choices we make, how we operate and how we interact with people:

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| We're here We offer non-judgemental support We communicate openly, honestly and respectfully We take time to understand We're accessible and responsive | We care We value everyone as unique individuals We show appreciation We create safe spaces We are kind, supportive, warm and friendly |
| We help change lives We support everyone to reach their full potential We build relationships that matter We offer hope We are passionate about getting the best outcomes | We keep moving forward We listen, learn and grow to make things better We seek new ways of working We embrace collaboration We use our funding wisely |

Further information on our values, mission statement and vision can be found on our website – [About us | Let's Talk Well](#)



Job Detail

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| Job Title: | Youth Outreach & Engagement Officer |
| Rate of pay: | Grade B £28,372.50 - £30,556.50 WTE, pro rata for part-time employees. |
| Reports to: | Service Development & Improvement Manager |
| Place of Work: | Let's Talk Well, Eastgate House, Eastgate Street, Gloucester, GL1 1PX. You may also be required to attend Let's Talk Well meetings and training related to the post at various locations across Gloucestershire as required. You will not be required to work outside the UK. |
| Hours of Work: | This is a part-time role 20 – 24.5 hours per week (term-time only) You may be expected to work some evenings or weekends as determined by project requirements. |
| Contract: | Three-year fixed term contract subject to a satisfactory 6-month probation period and funding. |
| Holiday: | 5.6 weeks a year (inclusive of bank holidays) pro rata for part time employees. |
| Benefits: | <ul style="list-style-type: none">• Enrolment into a direct contribution pension scheme (3% employer contribution)• We gift all employees the days between Christmas Day and New Year's Day excluding Bank Holidays.• Additional leave is awarded based on length of service up to a maximum of ten days, and this starts to accrue from day one of employment.• Up to three volunteering days per year• Enhanced company sick pay• Blue light discount card• Sight test |
| Expenses: | Legitimate business expenses incurred as part of carrying out your job will be reimbursed. |
| Terms: | There will be a six-month probationary period |



where the successful candidate's suitability for the role will be assessed.



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| Job Title: | Youth Outreach & Engagement Officer |
| Responsible to: | Service Development & Improvement Manager |
| Job Purpose: | <p>The successful Youth Outreach & Engagement Officer will launch a targeted countywide programme that will engage with young people (aged 9-25) in hard-to-reach areas, raise awareness about Let's Talk Well services, reduce stigma and help remove the barriers preventing access to mental health support.</p> <p>The Youth Outreach & Engagement Officer will be instrumental in networking in the community, building partnerships, promoting the charity's services, and recruiting young people to participate in the Let's Talk Well Collective, a group that will play an integral role in ensuring that the services offered by Let's Talk Well remain relevant and responsive to the needs of young people.</p> <p>Through direct engagement, educational outreach and collaborative partnerships, the project will ensure that young people's voices are central to the development of our services.</p> <p>The Youth Outreach & Engagement Officer will play a crucial role in ensuring services are accessible, visible, and responsive, particularly for young people who face systemic barriers, and will help build a community where young people feel empowered to take charge of their own mental health support and ultimately play an active role in shaping the mental health services they receive.</p> |
| Main Duties: | <p>1. Youth Outreach & Engagement</p> <ul style="list-style-type: none"> • Actively engage with young people in educational settings, youth clubs, faith groups, community spaces, workplaces and online to build trust and promote a wide range of available free mental health services. • Serve as a first point of contact to explain how Let's Talk Well services work and encourage uptake. • Ensure that outreach is inclusive and culturally sensitive, with targeted approaches for at-risk or underserved groups. <p>2. Mental Health Education & Campaigns</p> <ul style="list-style-type: none"> • Co-design and deliver engaging workshops, information sessions and events that raise awareness about mental health, self-care, and the benefits of seeking help. • Co-create resources with young people to tackle stigma and normalise conversations around mental health and wellbeing. • Co-create interactive digital content that resonates with young people, including blogs, videos and social media content. |

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| | <p>3. Youth Participation</p> <ul style="list-style-type: none"> • Involve young people meaningfully in decision-making about mental health outreach strategy, service design, and evaluation, ensuring their views, experiences and opinions are considered • Help recruit a more diverse range of young people to join our Let's Talk Well Collective, representative of all areas of Gloucestershire • Actively listen to young people and see the possibilities to create projects and opportunities alongside young people. <p>4. Partnership Working & Referrals</p> <ul style="list-style-type: none"> • Work closely with local mental health professionals, school counsellors, and service providers to ensure clear referral pathways. • Collaborate with community organisations, schools, and parents/carers to increase awareness and access to free support. • Attend multi-agency meetings to raise the profile of Let's Talk Well. <p>5. Monitoring, Evaluation & Reporting</p> <ul style="list-style-type: none"> • Capture and reflect youth feedback on services and effectiveness of outreach activities • Monitor participation data, collect stories of impact, and share learning to influence future programming. • Contribute to reports, funding bids, and evaluations that highlight the value of youth participation <p>6. Safeguarding & Wellbeing</p> <ul style="list-style-type: none"> • Recognise and respond appropriately to safeguarding concerns and disclosures of mental health difficulties. • Follow organisational policies and procedures related to child protection and confidentiality |
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Person Specification:

The person appointed will be expected to have the key essential skills and attributes listed below. The items under the heading 'desirable attributes' will also be useful. However, candidates who do not have these desirable attributes should not be deterred from submitting an application as relevant support/training can be made available for the right person.

| Selection Criteria | Method of Assessment | Essential | Desirable |
|--|-----------------------------------|-----------|-----------|
| 1 Training, Qualifications and Experience | | | |
| The successful candidate will have: | | | |
| 1.1 GCSE Maths and English to Grade C or level 4/5 or equivalent | ▪ Application form | ✓ | |
| 1.2 Good working knowledge of excel | ▪ Application form | ✓ | |
| 1.3 Experience of working independently and in partnership with others in the field of outreach and engagement | ▪ Application form | | ✓ |
| 1.4 Experience of facilitating group work with young people in education, community or mental health setting | ▪ Application form | | ✓ |
| 2 Knowledge | | | |
| The successful candidate will be able to demonstrate: | | | |
| 2.1 Knowledge of mental health challenges facing young people and barriers to accessing support | ▪ Application form ▪ Interview | | ✓ |
| 2.2 Excellent communication and interpersonal skills, with the ability to build rapport and trust with young people. | ▪ Application form ▪ Interview | ✓ | |
| 2.3 An understanding of youth participation and co-production principles | ▪ Application form | | ✓ |
| 2.4 Knowledge of the General Data Protection Regulation (GDPR) and the principles of confidentiality and sharing information | ▪ Application form | | ✓ |
| 2.5 Knowledge and understanding of applying safeguarding and safe practice when working with young people | ▪ Application form ▪ Interview | ✓ | |

| 3. Ability | | | |
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| The successful candidate will be able to: | | | |
| 3.1 demonstrate competency and confidence in the use of IT systems and software packages e.g. Microsoft Excel, as well as the ability to enter data accurately and keep clear records of work | <ul style="list-style-type: none"> Application form | ✓ | |
| 3.2 demonstrate competency in developing relationships with young people and support them to have their voices heard | <ul style="list-style-type: none"> Application form Interview | | ✓ |
| 3.3 demonstrate experience of leading and developing groups and addressing the barriers for those least likely to engage | <ul style="list-style-type: none"> Application form Interview | | ✓ |
| 4. Communication Skills | | | |
| The successful candidate will be able to: | | | |
| 4.1 demonstrate a good level of competency in written and verbal communication skills | <ul style="list-style-type: none"> Application form Interview | ✓ | |
| 4.2 deliver the role in line with Talk Well Values | <ul style="list-style-type: none"> Application form Interview | ✓ | |
| 5. Personal Attributes | | | |
| The successful candidate will demonstrate: | | | |
| 5.1 a passion for the mission of the charity – “to improve, preserve and promote good mental health and wellbeing among children, young people and families.” | <ul style="list-style-type: none"> Application form Interview | ✓ | |
| 5.2 a high level of attention to detail. | <ul style="list-style-type: none"> Application form | ✓ | |
| 5.3 a high level of personal integrity and confidentiality | <ul style="list-style-type: none"> Application form | ✓ | |
| 5.4 the ability to plan, organise and prioritise workload and manage time effectively. | <ul style="list-style-type: none"> Application form | ✓ | |
| 5.5 a willingness to learn | <ul style="list-style-type: none"> Application form | ✓ | |
| 5.6 the ability to work under pressure | <ul style="list-style-type: none"> Application form Interview | ✓ | |
| 5.7 the ability to embrace change well | <ul style="list-style-type: none"> Application form | ✓ | |
| 5.8 the ability to both work independently and as part of a team | <ul style="list-style-type: none"> Application form | ✓ | |



| 6. Commitment | | | |
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| The successful candidate should be able to demonstrate commitment to: | | | |
| 6.1 respect the Christian ethos of the charity. | ▪ Application form | ✓ | |
| 6.2 To attend: <ul style="list-style-type: none"> • office Staff Team meetings on a regular basis. regular 1-1 sessions with your line manager. | ▪ Application form | ✓ | |